

HOW'D WE DO?

JUNE 2021

1. Submitted at CTL: Drew has been soooooo helpful while I have my grandchildren in town. One and done.
2. Submitted at CTL: Drew took care of me – fabulous service! I could not get my resume to print out correctly and she took the time to go above and beyond! Words cannot express how grateful I am!
3. Submitted at CTL: Wonderous Amy #1 great summer program!
4. Submitted at CTL: I was sent to Collections because I didn't bring back my DVDs on time. There was an obvious saying "NO FEES ARE COLLECTED" but nothing about sending fees. It needs to be shown in more obvious ways i.e. on checkout screen or on book shelves.

RESPONSE: Manager Currie Meyer responded via email: Thank you for sharing your suggestion. Library leadership is exploring the parameters around long overdue "lost" items and Collection Agency fees. Our goal is to make using the library and its collection as free of barriers as possible. We also aim to share clear and understandable communications. So, this is an area we are analyzing, in light of your experience.

My staff also let me know that the behaviors you demonstrated while expressing your concern at the front desk of Council Tree Library on June 24 were disruptive and aggressive. The Library's behavior policy states, "Disruptive, threatening or unsafe behavior will not be tolerated on library property." Specifically, rule #15 states, "Verbally harassing or intimidating staff, volunteers or other patrons" will not be tolerated.

You are welcome to use our libraries only if you agree not to behave in this manner. Staff are to be treated with respect at all times.

If you would like to further discuss your suggestion and / or your experience at the Library, I'd be happy to speak with you by phone. Please contact me using the phone number listed in my signature.

Regards, Currie

5. Submitted at CTL: Thank you! Staying open during this COVID period has been a lifesaver for me! When I couldn't do anything else, I could **still** get my books!
6. Submitted at CTL: Amazing!
7. Submitted at CTL: All library staff are so helpful and awesome! Thank you!
8. Submitted at CTL: Please increase computer time to 2 hours. # of computer stations – Old Town is at full capacity and Harmony is closed all July.

9. Submitted at CTL: Please add one or two more chairs by the newspaper reading area. Thank you. RESPONSE: Done
10. Submitted by OTL staff: I wanted to pass along a happy note. I had a woman needing to make copies who had forgotten to bring change and she was overjoyed to find out we now offer free prints. I also helped her with a computer issue. She described having a poor experience trying to get help from Office Max and was thrilled we could help her. She said it was "better than a cup of coffee."
11. Sent in via email: **"At 93 couldn't enjoy life half as much without your e-books THANKS"**
12. **OTL:** Dominic 10+ Deserves a raise. Always has a smile on his face. Is willing to think outside the box.
13. Sent to OTL Manager Eileen via email from a customer:1) Please call me, it's urgent. 2) Disregard. I was able to reserve a Chromebook from the library in Loveland, CO. 3) It makes zero sense for a public library to not accept cash for a fine. I couldn't check out a Chromebook at the old town library because of that. RESPONSE: Ms. McCluskey asked customer to give her 15 minutes as she was in a meeting and would call as soon as she could. He then sent his second and third email (above) to her.
14. Sent to the Executive Director:
Hello,

I hope you are doing well. I am sending this email in regards to Story Time in Spanish. I am concerned about the lack of Spanish Story Time during this time.

My first daughter, Kora, and I used to attend to every Spanish Story Time that the library provided for kids. Over time, I noticed how Kora has developed her love for reading while participating in the Spanish story time. Her love for reading and books in both English and Spanish is very intense. Unfortunately, my second daughter, Lemma, hasn't had the chance to participate on any Spanish story time. Lemma was born at the beginning of the pandemic, and so she is in disadvantage from her sister as Kora started attending the library story times since she was 3 months old. As a mother, I would love to have the same opportunities for both of my daughters. In this competitive world, learning a second language at a very early age is a very crucial element for their development.

I really hope the Spanish story time are back to the library. I have several friends who would love to participate on this petition. Thanks in advance.

RESPONSE from Mr. Slivken:

Hello , Thank you for sharing your concerns regarding Spanish storytimes. The Library District is excited to resume in-person Spanish language and bilingual Spanish-English storytimes this Fall. Bilingual storytimes will take place at Old Town Library on Thursday mornings at 10 am and 11 am beginning September 9th. We also intend to bring back Spanish-language storytimes this Fall at various community locations, dependent on our community partners' needs and preferences; dates, times, and locations are still pending. This information will be made available on our online calendar as details are confirmed.

In the meantime, we have many Spanish storytimes and bilingual Spanish-English storytimes available on our [YouTube page](#) for on-demand viewing. We also regularly list Spanish-language programs and resources on the [Distrito Bibliotecario Público Poudre River Facebook page](#).

I hope you find this information helpful.

Kind regards, David Slivken

15. Sent to the Executive Director: **I urge you strongly to oppose any mandatory vaccine mandate for library access in the interest of public health, and especially the health and future reproduction of our young people.**

After Trump was elected, you held classes discussing the prevalence of fake news, and how to discern truth from fiction. We need that here. The CDC may be funded/owned by the pharmaceutical industry. Please, stop posting notices about washing hands in the bathrooms, and mask-wearing inside the libraries. Please let us police our own health. We know our own health better than anyone else.

I also ask you to keep libraries open as “essential businesses.” What could be more important than education and information? Your teams did an amazing job of helping us put books non hold and bringing them to then curb. However, while you were doing that, large companies all over town were wide open for shopping. Walmart, Best Buy, Hobby Lobby, Target, etc. all had few restrictions.

I have a way that you can work around all health restrictions that come from these conflicting sources: the Larimer County Dept of Health, state and federal mandates. If you can sign people up as a PMA or Private Membership Association, you can steer clear of all requirements. This is not a health issue...it’s a funneling of us down into compliance. It’s a civil rights and medical rights issue.

Likewise, please say no to any vaccine passport that rewards test subjects with full freedoms, and punishes others with isolation, masks, limited services and segregation.

This COVID disease has a recovery rate of over 99.9% for most people. The common cold is a corona virus. No one asked you to protect all people coming to your schools. Let those who are weak immune-wise remote into their classes instead. Where you start this, other public schools will follow as if its a logical choice - IT IS NOT! Please stick with education, not medicine!!

First, it is not a traditional vaccine, with disease material in it. It is highly experimental, gene therapy, and a massive drug trial. It has only been approved on an emergency basis. **People young and old have died within hours or weeks of getting it** (See VAERS reporting online.) This includes people ages 16-19 and under forty, with no previous health conditions. Many pregnant women have miscarried after the “vaccine”!

It has not been proven safe and effective. **People have gotten ill covid after this injection of gene therapy.** They are called “break-through cases.” This shows that this treatment does not help people avoid getting it. The shot is supposed to stop mild symptoms only (see the quoted Information below)

No one should have their medical information made public, against their will. Please respect people’s medical and civil rights to personal sovereignty.

People with ill health and many allergies are poor candidates for any experimental medical treatment, and drugmakers have recommended that those people do not get this injection.

The Weston Price Foundation suggests from specialists and doctors that this experimental treatment **could endanger the future reproductive health of all young people. (See quoted information below - "sterile", with citation)**

These three groups state that a person with the covid "vaccine" could actually become asymptomatic spreaders of this illness. It is purported to only work somewhat against the main covid* but not variants. It might actually weaken people's immune systems against covid variants and other diseases. (Weston Price Foundation, The Children's Health Defense Fund, DrMercola.com)

*Covid itself has not been isolated. I saw a video by a virologist or immunologist saying that they had not gotten a full sample, only fractured parts of a virus. They sued the CDC to get a real sample, so they could see and do work with it.

Big pharma may have funded the CDC and medical schools. I have tried to find evidence to prove this claim, but am still working on it. It is true that Merck just announced that they have NINE BILLIONAIRES on their board now, and that is with only 15% of the world having gotten the new experimental injection.

If this is so serious, where are the dead? Do you know any? The numbers are being faked! The CDC reported the dead going up exactly 100K on the same day of the month for several months in a row between October-February, when Biden became president. That's a very strange coincidence.

The "vaccine" manufacturers bear ZERO LIABILITY for any adverse reactions - NONE. Who will help anyone hurt? The US government or the people's families will have to bear that burden.

Would public officials be held PERSONALLY LIABLE if there are more serious adverse reactions in 1-10 years, including possible sterility down the road?

I LOVE the library!! Whenever I feel down, I don't go shopping - I go to browse books. I know this last year has been hard on all of us. Thank you for all the efforts you have gone to to keep the materials available. I ask you to continue to grant us all access, with equal service for all people, as I believe the sign says in your lobby.

Thank you for listening. With gratitude,

_____, nutritionist and herbalist, parent of a vaccinated child
Transform Health
www.TransformHealth.Biz

RESPONSE: Hi Ms. _____,

Thank you for sharing your thoughts regarding the Covid-19 virus. For more than a year, we have followed health and safety guidelines set forth by Larimer County Department of Health and Environment (LCDHE), and the State of Colorado. By following their guidelines and working closely with their staff, we have avoided any Covid-19 outbreaks (there have been 562 Covid-19 outbreaks in Larimer County). We continue to follow their guidelines as

we make decisions to resume full library services. We have no plans or interest to require proof of vaccination to access library services and we do not require library staff to be vaccinated.

On June 6, Larimer County Public Health Director Tom Gonzales stated, "In Larimer County, cases of COVID-19 have significantly decreased in recent weeks, reducing the strain on our local hospitals, allowing us to gather with our friends and loved ones again, and helping to strengthen our economy. In May alone, COVID-19 cases decreased 70%, thanks to vaccination." Data from the Larimer County COVID-19 Dashboard supports Director Gonzales' optimism and gives us confidence that we can take important next steps in fully re-opening our libraries.

Below is a timeline of changes we have implemented to fully re-open our facilities and expand our services:

- On June 1, we expanded our evening hours from 6:00 to 8:00pm, as a further step to return to normal operating hours. On September 1, when our Community Rooms will again be open for library programs, our hours will expand an additional hour to 9:00pm.*
- On June 1, our Summer Reading Challenge, Tails and Tales, began. This free all-ages program includes fun reading prizes, a Bingo-inspired game format, in-person (outside until September) and virtual programs and much more.*
- On June 1, small conference rooms at the Old Town Library opened for reservations.*
- Beginning June 14, library district staff were no longer required to wear a face mask or covering while at work. All staff have the option to continue to wear a face mask if they wish, with the full support of the Library District.*
- On September 1, in-house programming will resume at the library. Our library staff is looking forward to welcoming patrons back for in-person programs and continuing to provide much-needed services to the community.*
- On September 7th, the library district will be opening our community rooms for public use. Until July 27, library programming staff will be scheduling programs and classes in these rooms. On July 27, library users will have the opportunity to reserve our community rooms for use beginning on September 7th.*

The Library District is deliberately taking incremental steps to fully resume library operations. Many library staff retired or left during the pandemic. We are currently hiring and onboarding new staff, which will allow us to resume full operations. We believe this is the best and safest approach for our users, volunteers and library staff.

Kind regards, David Slivken

16. Suggestion: I am writing to voice my concern with the books displayed for children. I have been a long time library member and I am very disappointed in the lack of variety provided for our kids. There shouldn't be a political lean to children's books. Instead, we should be teaching them to be kind and hard working, not pandering to a small, select group of people. I shouldn't have to shield my kids from books for fear that they might come across something inappropriate in the CHILDREN'S section. Please, provide more books that represent the majority of our community and leave the narrative behind.

RESPONSE from Collections Manager Tova Aragon

Dear _____,

Poudre River Public Library District's Collection Development Policy guides our selection of materials. We strive to "develop and maintain collections that represent a broad range of subjects and points of view."

Displays are arranged with items that highlight the range of subjects, content and themes that are represented in our collection. The Library's collection and display items move on- and off-site frequently. Items on display are a snapshot of our diverse collection. Not all items will appeal to all people. "The Library District supports the right of each customer to decide which items are appropriate for their personal use. The District maintains that only parents and guardians have the right and the responsibility to determine their minor children's—and only their children's—access to library resources."

You can see our complete policy at: <https://www.poudrelibraries.org/policy/pdf/5.1.pdf>

Our staff of Librarians and Library Assistants are available to help you find the items you prefer on the shelves, at our other libraries, via Prospector loan or through inter-library loan partner libraries across the U.S. You may also contact the Library Answer Center for assistance, at 970-416-6740.

The Library also provides a way for you to suggest items for purchase through an online form at:

<https://read.poudrelibraries.org/contact/suggestpurchase/>

Please let me know if you have any further questions about our collection or if I can be of help finding materials for you and your family.

Thank you, Tova

17. Re: Variety of books

Suggestion: As a grandparent who regularly visits with her grandchildren, it would be nice if there were more books representing those of us who want to continue to reinforce morals and values. I am not opposed to everyone's interests being addressed but it seems much easier to find a book about farts than one about being a good person.

RESPONSE: Thank you for taking the time to send in your comment. It was nice to read that you visit the libraries regularly with your grandchildren. I understand the importance of finding books that are a fit for your family.

As you noted, we aim to provide materials with a variety of interests. The Library strives to "develop and maintain collections that represent a broad range of subjects and points of view." Our collection includes a wide variety of subjects and themes, including those that reinforce morals and values. You can see our complete Collection Development Policy that guides our selection at:

<https://www.poudrelibraries.org/policy/pdf/5.1.pdf>

Due to the high use of the Children's Collection, titles that may interest you may not be on the shelf at a particular library. Library staff is available to help you find books of interest to you whether they be at our libraries, through Prospector or through our nationwide Interlibrary Loan service.

Please let me know if I can be of help connecting you to materials that fit your criteria.

Tova

18. Re: Subject of books for children

Suggestion: I believe that there should be books for children K-8 at least, with Christian values to lead children to higher levels/passion in school & in life. Conservative values help children to be kinder, compassionate, more passionate to see their dreams through.

RESPONSE: Thank you for taking the time to send in your comment.

I respect your wish to choose materials for your children that fit with your family values. We strive to "develop and maintain collections that represent a broad range of subjects and points of view." Poudre River Public Library District's Collection Development Policy guides our selection of materials.

You can see our complete policy at: <https://www.poudrelibraries.org/policy/pdf/5.1.pdf>

Our Children's and Teen collections include materials with a wide range of viewpoints, themes and content, including titles that highlight Christian values. Our staff are available to help you find the items that may interest you on the shelves of our libraries, via Prospector loan or through inter-library loan partner libraries across the U.S.

Customer comments and requests play a big part in our purchasing process. The Library provides a way for you to suggest items for purchase through an online form at:

<https://read.poudrelibraries.org/contact/suggestpurchase/>

Please let me know if I can answer any questions about the collector or be of help connecting you to materials that fit your criteria.

Tova

19. Hello, Library Leaders,

My name is _____, and I'm a longtime library cardholder, along with my husband and four children. We moved to Fort Collins in 2013 and have so enjoyed preschool storytimes with Amy, Sara, Drew and other leaders at Council Tree over the years.

Of late, I've noticed a disturbing trend and wanted to take time to bring it to your attention today, in hopes that it could be rectified, or brought to the attention of a librarian or curator who does have the power to upgrade this downward spiral. We are noticing more liberal choices for our children, and fewer and fewer conservative or even traditional books for them. In addition, many of the featured books on endcaps or the "new" section of the children's library feature "bratty" main leads, with toilet talk, poor language and values that no parent or guardian would rightly embrace, regardless of their background or values. There are certain values that we should want ALL children to grow in and possess, such as perseverance, integrity, citizenship, respect, kindness, cooperation and self-control. Why are we not leading the future generation with books that promote these values? The opportunity for promise or peril is great, depending on what books we put into childrens' hands.

Parity- You may or may not have seen the recent [Gallup poll](#) that discussed our country's preferences for religion. Though only 50% of the U.S. identifies as church members, over 70% attends church and considers themselves religious, with the vast majority subscribing to a Judeo-Christian value set. In addition, a large minority of our community identifies as politically conservative. At a *public* library, it is

the responsibility of the curators to accurately represent the public's current values, without an agenda. I respect that there are books titled "I love my Dads" and "Kevin the Unicorn," but those books need to be in parity with the public subscription to those lifestyles (less than 7% in our community). I see zero books, particularly new books, that describe or highlight traditional family or Judeo-Christian values. As a taxpayer, I would like my almost \$200/year to purchase and display books that represent my family's values.

I had a chance to speak with Jenny Thurman about this discrepancy during my visit to Council Tree Library today. We had a conversation over the prize books for summer reading, as I dismally found that no books would be appropriate for my upper elementary school children. Jenny said that she wanted books to equally represent people from all perspectives. I fully support that, and hope we can work toward this endeavor together in the future. After talking with Jenny, she recommended that I send her a list of books that I would like to see in the library. To that end, I wanted to include all of you, in hopes that one of you will indeed have the power to make these necessary changes.

These books have been carefully selected and reviewed by the Liberty Common Elementary leadership team. They stand the test of time, refuse to promote bratty character leads, and promote the above listed admirable character qualities.

To that end, here are the grade separated lists:

[K-2nd](#)

[3rd-4th](#)

[5th-6th](#)

[7th-8th](#)

I am available to meet with you, if you would ever seek a voice to represent families. I know many parents in the community who feel the same way about the state of books at the library but feel shamed into silence. Let's make a positive change, together, to more accurately represent our community and spur the next generation onto admirable character.

With thanks ,customer

RESPONSE: Thank you for your response and suggestions. Glad you will be back to the Library to review Summer Reading Challenge prize book options that may better align with your family values.

Library leadership in Collections and Acquisitions, Children's Services and Branch Management are considering and will respond to your other concerns soon.

Regards, Currie Meyer

Reply from Customer: *Thank you for getting back to me. I appreciate your action of purchasing some prize books from the great books list for teenagers. Thank you so much! We will pop into the library next week and look forward to the expanded selection that better aligns with our values.*

I do wonder, would you please circle back with the staff from my original email regarding my more prominent question - can the children's section or books be brought to parity with the diverse values of our community? Perhaps I need to connect with a children's librarian who oversees book acquisition. Please advise me of next steps so we can make this necessary change together. Thanks

Reply from Jenny (Staff) to Customer *I've checked our collection for the titles on the Junior High Reading List that you sent us. Thank you for sending it! It's always very helpful to have school's reading lists.*

Of the 187 titles on the list, we currently own print copies of 142 (76%) of the titles. Of the 44 titles that we don't own, 42 (23%) are currently available from us through Prospector. Of the 2 (1%) titles on the list that we don't currently own and that are not currently available through Prospector, only one of these titles is available through Amazon. Several of the titles that are currently available from us through Prospector, but are not in our collection, are rare or out of print titles, such as the short story Sara Crew by Frances Hodgson Burnett which was later expanded into A Little Princess.

I've attached the spreadsheet that I used to keep track of all of this data, in case you'd like to look it over and see which titles are available directly from us, and which are available from us through Prospector. The titles that the Poudre River Public Library District owns are highlighted in green. The titles that we can request through Prospector are highlighted in blue. The titles that we don't own and that can't be requested through Prospector are highlighted in orange.

The spreadsheet also notes which titles we own as audiobooks, ebooks, and eaudiobooks. Because many of the titles on the list are already in the public domain, over 70% of the titles on the list are also available as either an ebook or eaudiobook or both, despite our ebook collection being newer.

The titles on this list that we do own are not shelved in Teen Fiction, but rather in Classics, Fiction, and Children's Fiction. This isn't unusual for reading lists from schools, as Teen Fiction, is a newer and smaller section in most libraries and bookstores, compared to other collections. Older titles that have existed longer than the "Teen Fiction" designation, but are often read by teens – such as The Lord of the Rings trilogy or The Count of Monte Cristo – are usually shelved elsewhere, as they tend to appeal to a wider audience than just teens, and as Teen Fiction is not where most people expect to find them.

I bring this up only because, as a Teen Services Librarian, the scope of my duties involves purchasing titles for the Teen collections, but not for Classics, Fiction, or Children's Fiction. Which means that what I do at this point is begin a conversation with the staff who do purchase titles for those collections, so that together we can determine if there are any titles on the list that we don't own that we should purchase for the Poudre River Public Library District's collection.

Sincerely, Jenny